



BROCKWAY

KIDDERMINSTER

KIDDERMINSTER TRADING ESTATE, SPENNELLS VALLEY ROAD
KIDDERMINSTER, WORCESTERSHIRE DY10 1XS, ENGLAND
Telephone: Admin 01562 824737 Sales 01562 828 200
Fax: 01562 752010

CUSTOMER SERVICE ENQUIRY FORM

Until this Form is fully completed no Action or Inspection can be arranged

Our Ref:

Your ref: A/C NO DES10001 Date:

Wholesalers name and Address:

Telephone No: Fax. No: Contact:

Retailers Name and Address:

Telephone No: Fax. No: Contact:

Consumers Name and Address:

Telephone No.(Home) (Work)

Carpet Details:-

Quality: Colour:

Total Size of Installation: Size of Carpet under Complaint:

Your Order Number: Our invoice Number and Date:

Fitting Details:-

Date fitted: Method of fitting:

Floor Type: Type of Underlay:

General Information:-

Number of People in Household: Pets (if any)

Area under Complaint: Areas in which Carpet Fitted:

If stairs, has carpet been moved to equalise wear as BS5325?

Has the Carpet been anti stain treated e.g. Scotchguardtm?


Please give overleaf the name of the person inspecting the carpet on your behalf and details of his report and his assessment of the complaint.

REPORT

****When providing a sample for testing please ensure it is as close to A4 size as possible.****

CARPET INSPECTED 11/7/22 BY COLIN SYMONDS DESIGNER CARPETS LTD
MEZZANINE LANDING HAD SLIGHT PILING PROBLEM
THE AREA UNDER COMPLAINT (MEZZANINE LANDING) WAS VACUUMED
ACCORDINGLY AND CUSTOMER LEFT SATISFIED ON 11/7/22
UNFORTUNATELY CUSTOMER HAS COMPLAINED AGAIN SINCE
TO ADVICE THAT CARPET IS STILL PILING AND CONTACTED
BROOKWAYS FOR MAINTENANCE ADVICE!

PHOTOGRAPHS ATTACHED OF INSTALLATION PRE-COMPLAINT
CUSTOMER WILL ALSO PROVIDE IMAGES OF PILING PROBLEM?

Signature:  Name in Block Capitals: COLIN SYMONDS
Date: 28/07/22

Please note that we are unable to take any further action until you own Representative has inspected this installation.

BROCKWAY

The Home of Wool Carpet

Brockway Carpets Limited

Spennells Valley Road
Kidderminster
Worcestershire
DY10 1XS

SALES INVOICE

www : www.brockway.co.uk
Email : salesledger@brockway.co.uk

Telephone : 01562 828200
Fax : 01562 752010

INVOICE TO
DESIGNER CARPETS LTD 308 WORPLE ROAD RAYNES PARK LONDON SW20 8QU
sales@designercarpetslondon.co.uk

DELIVERY ADDRESS
MR CARPET WAREHOUSE UNIT 19 RIVERSIDE ROAD LONDON SW17 0BA SW17 0BA

INVOICE NO	INVOICE DATE	ACCOUNT	YOUR REFERENCE	OUR ORDER	REP	PAGE
128034	09/06/2022	DES0001	R18756	135381	TMG	1 of 1

PRODUCT CODE / DESCRIPTION	LENGTH	WIDTH	SQM	PRICE/SQM	AMOUNT
LHL0023-5 5M LAKELAND HERD LOOP WMERE	7.25	5.00	36.25	26.05	944.31
LHL0023-5 5M LAKELAND HERD LOOP WMERE	5.15	5.00	25.75	26.05	670.79

PAYMENT TERMS UK	INTERNATIONAL	EARLY SETTLEMENT PRICE	INVOICE TOTAL
Bank Details for BACS Transfer: Account Name: Brockway Carpets Ltd Account Number: 11223360 Sort Code: 30-15-99 Bank Name: Lloyds Bank Plc	BIC: LOYDGB21021 IBAN: GB12LOYD 3015 9911 2233 60	GOODS TOTAL 1574.72	GOODS TOTAL 1615.10
		VAT TOTAL (20.0%) 314.94	VAT TOTAL (20.0%) 323.02
		INVOICE TOTAL 1889.66	INVOICE TOTAL 1938.12

TITLE IN THESE GOODS REMAINS WITH BROCKWAY CARPETS LTD UNTIL PAID IN FULL. Supplied in line with our full terms and conditions, available on request. A discount of 2.50% off the full price applies if payment is made by 20/07/2022. No credit will be issued following payment. You must ensure you have recovered the VAT actually paid.	TOTAL QTY (SQM)	62.00
	TOTAL QTY (PCS)	2
	TOTAL WEIGHT	134.541